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QUESTIONNAIRE INSTRUCTIONS

This questionnaire asks for your views about various aspects of personnel management programs in the Agency as you perceive them or as they have influenced you in your job and career.

As you read through the questionnaire, please mark your reactions to each question by circling the number of the response which most clearly expresses your feeling about that particular item. Most of the questions request a "Yes", "?", "No", or "Not Applicable" response. For example:

	YES	?	NO	NOT APPLICABLE
Do you know which Career Service you are in?	1	2	3	4

On this item the individual answered "?" indicating he/she was unsure of his/her career service assignment. The "?" response should indicate an unsure or undecided response to the item, the "Not Applicable" response would indicate that the question does not really apply for this respondent. For instance, if they did not have a Career Service designation for this example then they would circle alternative 4. A few questions ask for a multiple choice response and a few request brief written responses. Please respond to these as indicated. There are no right or wrong answers only your own feelings concerning how you view these issues.

The first several questions are designed to provide us with information about how different groups of employees view these issues. The information you provide on these questions will be used to analyze the responses by large groups of employees and will not be used to identify individual responses. Do not sign your questionnaire. Please complete the questionnaire and return it within two weeks after receipt in the attached return envelope to Office of Personnel/Plans Staff, 626 C of C Bldg.

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BACKGROUND INFORMATION

Please circle the number of the response to each item which best describes your situation:

1. How long have you worked for the Agency?

- 07% 1. Less than 2 years
- 07% 2. 2 to 4 years
- 24% 3. 5 to 10 years
- 35% 4. 11 to 20 years
- 27% 5. More than 20 years

2. What is your pay category?

- 96% 1. GS (General Schedule)
- 01% 2. WG, WL, WS (Wage System)
- 03% 3. Other (Please specify _____)

3. What is your current pay grade? (GS, WG, WL, WS, or Other)

- 03% 1. 1 to 4
- 24% 2. 5 to 8
- 30% 3. 9 to 11
- 26% 4. 12 to 13
- 15% 5. 14 to 15
- 02% 6. 16 and Above

4. What is your highest level of education?

- 0% 1. Less than high school graduate
- 36% 2. High school graduate
- 26% 3. Attended technical vocational or business school
- 27% 4. Bachelors degree
- 11% 5. Advanced degree

5. Ethnic Group Affiliation

- 06% 1. Minority
- 94% 2. Non-Minority

6. What is your sex?

- 76% 1. Male
- 24% 2. Female

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7. What is your age?

- 10% 1. 25 or Below
- 26% 2. 26 - 34
- 33% 3. 35 - 44
- 31% 4. 45 and Over

8. What is your current geographic location?

- 36% 1. Headquarters Building
- 41% 2. Washington Metropolitan Area
- STATINTL 10% 3. [REDACTED]
- 13% 4. [REDACTED]

9. How long have you worked for your present supervisor?

- 26% 1. Less than 6 months
- 29% 2. 6 months to 1 year
- 27% 3. 1 to 2 years
- 09% 4. 2 to 3 years
- 09% 5. More than 3 years

10. How long has it been since you were promoted to a higher grade in the Agency?

- 04% 1. Never
- 23% 2. Less than 1 year
- 23% 3. 1 to 2 years
- 16% 4. 2 to 3 years
- 34% 5. More than 3 years

11. Are you a supervisor?

- 42% 1. Yes
- 58% 2. No

12. Have you ever served in more than one Directorate?
(Actually held a different position in another Directorate.)

- 34% 1. Yes
- 66% 2. No

13. Have you served in more than one component within your Directorate? (Actually held a different position in another component.)

- 40% 1. Yes
- 60% 2. No

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	YES	?	NO	NOT APPLICABLE
1. Are you making good use of your skills and abilities on your job?	77	7	16	0
2. Do higher level employees do too much lower level work?	30	12	55	0
3. Are you doing the kind of work that you like to do?	71	9	20	0
4. Are you given enough work to do?	90	2	8	0
5. Are you given too much work to be able to do a good job?	15	7	78	0
6. Do you feel that in your component the job is being accomplished efficiently?	70	10	20	0
7. Are you allowed to try new work methods on the job?	80	7	11	2
8. Do you have enough say in how to do your work?	80	5	14	1
9. Are you required to get approval for decisions you should be able to make yourself?	26	8	65	1
10. Are people up the line interested in ideas about better ways to get the work done?	71	15	14	0
11. Do you think that, overall, your Career Service is fulfilling its responsibilities in the area of career management?	38	22	39	1
12. Does your supervisor talk to you about your career development prospects?	37	5	55	3

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	YES	?	NO	NOT APPLICABLE
13. Are you encouraged to develop your skills and abilities?	65	7	27	1
14. Are you aware that your Career Service has Developmental Profiles which show the training and experience that are desirable for employees in certain occupational categories?	46	5	48	1
15. Have you read the profile applicable to your job?	30	2	66	2
16. Do you feel free to discuss your career interests or problems with a career counselor?	67	10	22	1
17. Do you feel that your Career Service provides satisfactorily for employee career development needs?	35	24	41	0
18. Do you feel your Career Service has been helpful in providing assistance on matters related to your career as an Agency employee?	35	16	48	1
19. Do you feel the Agency counseling services in the following areas are satisfactory in meeting employee needs?				
	YES	?	NO	NOT APPLICABLE
a. Personal Problems, (marital, financial, health, etc.)	47	34	12	7
b. Benefits/Services (insurance, retirement, VIP, etc.)	73	17	7	3

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	YES	?	NO	NOT APPLICABLE
c. Career Development (career planning, training, assign- ments, etc.)	33	24	42	1
d. On the Job Problems (supervisor, safety, materials, equipment, etc.)	64	20	14	2
e. Problems Related to Agency Employment (cover, security, conflict of in- terests, etc.)	58	18	20	4
20. Is there any counseling service listed in the preceding question that you do not know how to use, e.g., do not know where to go or whom to see?	28	3	68	1
21. If yes to 20 please identify by circling the following letter(s) appropriate to the above categories.	16	7	13	12 16
22. Do you feel you would jeopardize your stand- ing in your Career Service if you respond- ed to a vacancy notice?	30	17	50	3
23. Do you believe the Agency vacancy notice system works satisfactorily?	24	32	42	2
24. Are you able to get the training you need to do your job well?	72	12	13	3
25. Have you received Agency- sponsored training since your employment here?	86	0	14	0

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	YES	?	NO	NOT APPLICABLE
26. If yes, has this training made you more effective on your job or better prepared for promotion?	70	8	11	11
27. Have you adequately utilized any additional training you may have acquired since your employment with the Agency?	67	6	17	10
28. Are your training needs given adequate attention by your supervisor?	52	19	26	3
29. Do you have adequate opportunity to gain experience and training for higher level work?	53	13	33	1
30. Are you satisfied with your opportunities for promotion?	42	7	51	0
31. Do you understand your Career Service (Career Sub-Group) promotion system?	64	9	26	1
32. Do you think that promotions are given fairly in your Career Service (Career Sub-Group)?	32	30	37	1
33. Are you kept pretty well informed of how you are doing on the job?	66	7	27	0
34. Do you understand the difference between the job description and Letter of Instruction?	79	5	16	0
35. Do you feel your fitness reports have been an accurate reflection of your job performance?	75	7	16	2

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	YES	?	NO	NOT APPLICABLE
36. Are you aware of the criteria upon which your supervisor determines your fitness report rating?	75	7	17	1
37. Has your LOI helped you to better understand your job?	38	11	46	5
38. Do you understand your Career Service's comparative evaluation system?	57	9	34	0
39. Do you know the criteria used to determine rankings on the competitive evaluation list (CEL) on which you are ranked?	54	5	40	1
40. Do you belong to a racial minority group? (i.e. Black, Hispanic, Asian-American)			(See Demographic)	
41. Do you feel you would get into trouble if you filed a discrimination complaint?	22	19	42	17
42. Do you know how to file a discrimination complaint or feel you could find out how to relatively easily?	67	4	20	9
43. Do you know how to contact an EEO counselor?	71	2	22	5
44. Do younger employees receive better treatment than older employees in your Career Service?	19	28	52	1

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45. How are employees from racial minority groups generally treated in your Career Service? (Circle One)

- 28% 1. Better than other employees
49% 2. About the same as other employees
02% 3. Worse than other employees
21% 4. Unsure

46. How are female employees generally treated in your Career Service? (Circle One)

- 11% 1. Better than male employees
50% 2. About the same as male employees
17% 3. Worse than male employees
22% 4. Unsure

	YES	?	NO	NOT APPLICABLE
47. Do you think the system for handling discrimination complaints is effective?	24	67	5	4
48. Do you believe better job opportunities on a fair, competitive basis have been denied you because of your race?	3	3	77	17
49. Do you believe better job opportunities on a fair, competitive basis have been denied you because of your sex?	9	5	78	8
50. Do you feel the Agency is making progress in providing equal employment opportunities for all employees?	67	24	8	1
51. Have you looked through the Personnel Handbook for your Directorate?	49	3	48	0

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	YES	?	NO	NOT APPLICABLE
52. If so, is the Directorate Personnel Handbook a useful reference on questions about personnel matters?	40	26	5	29
53. Do you feel the Agency has made improvements in personnel management methods and operations in the past 2 years?	46	33	19	2
54. Is your pay fair for the job you do?	67	7	27	0
55. Are you given credit when you do a job well?	71	9	20	0
56. Is the publicity afforded Honor and Merit Award recipients appropriate/satisfactory in most instances?	46	38	14	2
57. Do you believe the Agency's Honor and Merit Award programs are effective?	32	49	17	2
58. Does management make appropriate use of Quality Step Increases as a means of recognition?	32	19	48	1
59. Are you usually able to take annual leave when you need to?	93	1	6	0
60. Do you feel that the time taken to process your Association Plan insurance claims is reasonable?	55	14	14	17
61. Do you understand what actions to take to protect your potential benefits should you incur an injury while on the job?	59	6	34	1

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	YES	?	NO	NOT APPLICABLE
62. Do the kinds of insurance programs now available to you as an Agency employee provide you with adequate coverage?	84	8	6	2
63. Does the fact that administrative costs of the "VIP" Program must now be paid by subscribers affect your interest in either retaining your membership or becoming a member of this Program?	11	19	43	27
64. Do you feel the Office of Personnel has done a good job in administering employee benefits?	62	31	6	1
65. Do you feel that you have been kept adequately informed about the range of employee benefit programs available to you?	63	12	25	0
66. Do you feel that you are kept sufficiently up-to-date on changes affecting your benefits under these programs?	61	16	22	1
67. Would you rate the following satisfactory at your job location?				
Safety	89	3	7	1
Work materials and equipment	88	3	9	0
Lighting	84	4	11	1
Cleanliness	77	5	17	1
Eating facilities	50	4	38	8
Transportation	63	7	22	8

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	YES	?	NO	NOT APPLICABLE
Parking facilities	74	2	21	3
Temperature	68	5	26	1
Space	75	3	21	1
68. Do you know the pro- cedures in your Career Service for handling grievances (not EEO issues)?	47	10	43	0
69. Are you satisfied with present Agency griev- ance procedures?	35	50	10	5
70. Are you confident you know what a grievance is?	63	13	24	0
71. Have you not taken action on a grievance because you thought to do so might work against your best in- terests or because you thought nothing would be done about it anyway?	27	5	55	13
72. Do you understand the difference between being declared "surplus" and being identified for "selection out"?	52	5	42	1
73. Do you understand how people in your Career Service are identified for selection out?	31	6	62	1
74. Do you understand the procedures where you work for declaring certain employees to be..."excess to the manpower requirements of (their) Directorate or independent office"?	28	9	62	1

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	YES	?	NO	NOT APPLICABLE
75. Do you feel you have adequate opportunities for advancement in your Career Service?	46	13	40	1
76. Is there adequate opportunity to transfer among the various Directorates in the Agency?	20	26	53	1
77. Is there adequate opportunity for rotational assignments to other positions in your Career Service?	45	19	35	1
78. Do you feel your career is headed in a relatively clear direction in the Agency?	51	17	31	0
79. Do you personally feel that greater attention given to your career planning by your Career Service would be beneficial?	67	12	20	1

In addition to examining issues related to personnel management programs, it is also timely to request an indication from a cross-section of Agency employees of their perception of morale relative to the impact of external investigations and disclosures in recent months. Your candid response to the following items will be beneficial in providing some perspective on this topic.

	YES	?	NO	NOT APPLICABLE
80. Do you feel that Agency morale has been negatively affected by external disclosures, e.g. Congressional Investigations?	57	7	36	0

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	YES	?	NO	NOT APPLICABLE
81. Have revelations regarding the activities of the CIA had a serious negative impact on your feelings regarding employment here?	8	4	88	0
82. Do you think the Agency's ability to fulfill its function in the near future (1-2 years) will be seriously hampered as a result of the Congressional Investigations?	48	18	34	0
83. In the long run (2 years and more) do you feel the investigations will have a beneficial effect on the Agency's operation?	41	29	30	0
84. Have these external pressures (investigations, disclosures, etc.) had any significant negative influence on your ability to do your job?	7	3	90	0
85. If yes to 84 please point out briefly in writing the nature of this negative influence.				

86. What do you feel is the overall level of morale at this time in your component?

02%	1. Very High
24%	2. High
49%	3. Moderate
17%	4. Low
05%	5. Very Low
03%	6. Unsure

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87. Use this page to make any comments or suggestions. If your comments relate to a specific item in this questionnaire please show the question number.

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